

Crisis Care Network

The New Orleans District is doing everything we can to assist our employees. However, employees **MUST** begin the healing and recovery process for themselves and their families. The District is providing its employee with assistance through the Crisis Care Network.

Counselors will be available 24/7 at the following locations:

- 646 Cajundome Blvd
Lafayette, Louisiana 70506
- 2101 Ernest Wilson Drive
Port Allen, LA 70767
- New Orleans District Headquarters
7400 Leake Avenue
New Orleans, LA 70118

The Crisis Care Network specialists will be available to provide **on-site** counseling and assistance to all MVN employees to offer support and help develop strategies for return-to-work and return-to-life..

- **Private** conversations:
- **Small Group Briefings** -- Specialists meet with groups of similarly impacted employees to build group cohesion and community, normalize reactions, and provide resiliency/recovery strategies.
- **Large Group Briefings** -- Specialists collaborate with the organization's leadership to share information, communicate competent compassion, and transition participants to adaptive functioning or an appropriate level of support.
- **Management Consultation** -- Discussion with managers regarding typical reactions to the event, reasonable expectations for performance, and strategies to facilitate recovery.
- **Family Response** -- Specialists can lead group meetings for the families of employees to enhance family cohesion and support

The Crisis Care Network will also provide **teledefusing services**. This service allows telephone counselors to place outbound supportive calls to identified employees on behalf of the US Army Corp of Engineers to communicate support and facilitate return-to-work and return-to-life strategies.

The Crisis Care Network is also providing **telesupport service**. This is a dedicated 24/7, toll-free, call in line **800-696-1132**.

They will also provide a **Web-based Crisis Coach**. This is an interactive, web-enabled application designed to empower employees to address a wide spectrum of disaster response and recovery needs. The application applies text, sound, animation, and video as well as provides guided, personalized navigation to create a secure, supportive, and engaging user experience. Users can take advantage of timely expert-authored articles, research-based assessment tools, structured education programs, on-line group support with their peers, and “live” one-on-one sessions with a clinically-trained crisis intervention specialist. The Crisis Coach is available 24 x 7, ubiquitous as the internet, confidential, and a resource for anyone seeking to help themselves to be resilient in recovering from a traumatic event.

